Department of
CITY PLANNING

Office of Buildings
55 Trinity Avenue
3rd Floor, Suite 3800
Atlanta, Georgia 30303

ACCELA CITIZEN ACCESS
VERIFYING PERMIT APPLICATIONS STATUS
(BY ADDRESS)

**You can check the status of your application/permit by visiting the Accela Citizen Access website.
Go to https://aca-prod.accela.com/Atlanta_ga and follow these steps below.**

1. Click on the Building tab, click on "Search Permits/Complaints
2. Enter the Street Number in the "From" box and enter the Street Name *only*.
3. Scroll down, click on "Search" box.
4. If the Street Number or Street Name is entered incorrectly, the following message will pop up:
   Notice: If y**our search returns no results, please modify your search criteria and try again.**
5. If there are more than one Permit/Complaint records, they will be displayed, along with Permit Detail data columns. Click on the Record Number to be viewed. Note: if there is only one record in the system, the Permit Detail data will automatically populate.
6. The Permit Application Status will be displayed at the top of the screen, below the Record Number. See #7 below for Record Status definitions.

Please note: Review agency workflow tasks may have completed; however, until the permit application is in the "Ready to Issue" status, approved plans are not assembled and the permit is not ready to be issued.

7. **The "Record Status" is the current application status. Below are status definitions:**
   - **Open** – Permit application has been entered into system; plans have not been routed; deposit fees may be outstanding.
   - **Accepted** – Plans being processed to route for review.
   - **Accepted District Review** – Plans routed to UDC/Planning only for review.
   - **Routed for Review** – Plans have been routed and review agency tasks activated. As long as Permit Application has this status, permit is not ready to issue.
   - **Approved Pending Arborist** – Pending Arborist Final Approval of the plans. As indicated other reviews are completed but permit is not ready to issue.
   - **Pending**- reviews are completed; however, there are problems to be resolved before the permit is ready to issue.
   - **Ready to Issue** – Plans are approved and assembled. When final fees are paid, permit can be issued.
   - **Invoiced** – Pending payment of final fees; then permit can be issued.
   - **Issued** – Permit has been issued and inspections can be scheduled.
8. Click on "Processing Status" to display/view the workflow tasks status.
9. Hover over the symbols to see the workflow task status.
   - Orange symbol – task previously active that is completed.
   - Green check – task completed.
   - Hourglass – task active, not completed.